

Dear Sir:

The Captel from Ultratec is a miracle for all people with hearing loss. I am a current Captel user participateing in the trial in Virginia. I make use of the cochlear implant and love the phone as it reinforces what I am listening to on the phone. This service will be to a great advantage in training new cochlear implant users in using the regular phone.

One of the greatest things is that other people do not even know that you are making use of the relay and you do not have to learn a relay number or the symbols that are used such as SK or GA.

I remember when I was using the relay how my mother hated it as it took the peronality out of the call because she knew there was a person between us.

The Captel service was a great use for me today as I was not able to use the regular telephone. The Captel enabled me to reach individual on extention line by putting in the number myself. It amazed me and I could leave my own message without the CA having to call back to leave the message if I was using the VCO.

The service is so much faster and it will encourage children to develop their voice and also reading skills that have hearing loss.

I just wish that when I became profoundly deaf that this was available. It is so easy for people to learn to make use of compared to the Voice Carry Over Phone. This will help our senior citizens that are dealing with hearing loss stay in contact with their community.

I recommend strongly that FCC mandate this service through the telecommunication relay throughout the United States.

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